

# DEFENSE LOGISTICS AGENCY

AMERICA'S COMBAT LOGISTICS SUPPORT AGENCY



## 1st Quarter FY15 Customer Survey Results

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# OVERVIEW

- First Customer Survey results for FY15

## SUMMARY OF CHANGES

	RTD/LESO	TRANS/TURN-IN	HAZ WASTE
<b>DELETE D</b>	Two RDD Questions	Scheduler Question	Question about reports
<b>ADDED</b>	Ship or pick up? How was that experience?	Added question on requesting property pick up, trans or turn in services	Satisfied w/solutions for your Hazardous Material (HM)?
	Provide MILSTRIP / Requisition # (allows for better assistance)	After 'If you experienced any issues with turn-in, was it due to ...' presented new multiple choice answer (7 choices)	
<b>MODIFIED</b>		EDOCs Question - modified metric to <= or >10 days	Reworded the COR question -



# 1st Quarter ICE Survey High Level Summary

Response Rate Goal 16%

RESPONSE RATES	OCT		OCT/NOV (comb)		DEC		1st Qtr TOTALS	
Business Area	Sent	Resp	Sent	Resp	Sent	Resp	Sent	Resp
RTD/LESO			853	<b>195</b>	335	<b>81</b>	1,188	<b>276</b>
Transportation / Turn-in			2,089	<b>323</b>	269	<b>41</b>	2,358	<b>364</b>
Hazardous Waste (HW)			82	<b>27</b>	86	<b>16</b>	168	<b>43</b>
General Comment Cards				<b>16</b>		<b>21</b>		<b>37</b>
<b>TOTALS:</b>			3,024	<b>561</b>	690	<b>159</b>	3,714	<b>720</b>
<b>Overall Resp Rate</b>				<b>19%</b>		<b>23%</b>		

**Q1 21%**

## SATISFACTION

● 100%-90%    
 ● 89%-70%    
 ● 69%-0%

Business Area	OCT	OCT/NOV	DEC	1st Qtr	R/Y/G
RTD / LESO		96%	97%	<b>96%</b>	●
Transportation / Turn-in		93%	92%	<b>93%</b>	●
Hazardous Waste (HW)		93%	93%	<b>93%</b>	●
General Comment Cards		87%	81%	<b>83%</b>	●

**Q1 94%**

Satisfaction on Goal is 90%



# Standard ICE Questions

## 1st Qtr. Results

5.00-4.00

3.99-2.75

2.74-0

Please rate these areas on a scale of: Excellent (5.0)/Good (4.0)/Okay (3.0) /Poor (2.0)/Awful (1.0)

Question	REUT /LESO				TRANS/TURN-IN				HW Disp			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Facility Appearance	4.1				4.5				4.4			
Employee Staff/Attitude	4.6				4.4				4.0			
Timeliness of Service	4.7				4.0				4.5			
Hours of Service	4.2				4.4				4.2			
Did the product or service meet your needs?	99%				94%				92%			
Overall Satisfied	96%				93%				93%			

100-90%

89%-70%

69%-0%



# Standard Question (All Business Areas) 1<sup>st</sup> Qtr

100%-90% 89%-70%  
69%-0%

REUT /LESO

Results/TURN-IN

HW Disp

Question	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	<b>G3:</b> In your latest interaction with DLA Disp Svcs – did you feel <b>valued</b> as a customer?	95% 				93% 				90% 		
<b>G3a:</b> If no, please select from the drop down where we can most improve												
- Ease of doing Business	25%				34%				0%			
- Competency in resolving problems	13%				9%				40%			
- Responsiveness (timely in getting back to you)	25%				20%				20%			
- Consistency in stating	0%				11%				20%			



# Reutilization/LESO Customers

100%-90%

89%-70%

69%-0%

( x ) Represents number of respondents for that question

Question	1 <sup>st</sup> Qtr Survey	2 <sup>nd</sup> Qtr Survey	3 <sup>rd</sup> Qtr Survey	4 <sup>th</sup> Qtr Survey
<b>R1: Which type of Disposal Services customer are you? (261)</b>				
- Reutilization (83)	31%			
- Transfer/Donation (Combined) (5)	1%			
- LESO (158)	59%			
- Firefighter, CFL, Other (Combined) (23)	9%			
<b>R2: How would you rate your experience in using the Reutilization Transfer Donation (RTD) WEB (281)</b>				
- Good (215)	77%			
- Fair (59)	21%			
- Poor (7)	2%			



# Reutilization/LESO Customers

100%-90%    89%-70%    69%-0%

% of Customers who answered Yes

x ) Represents number of respondents for that question

Question	1 <sup>st</sup> Qtr Survey	2 <sup>nd</sup> Qtr Survey	3 <sup>rd</sup> Qtr Survey	4 <sup>th</sup> Qtr Survey
<b>R3: If you requested assistance during the screening/requisition process, did you get the help you needed? (222)</b>	<b>95%</b>			
<b>R4: Did we ship property to you or did you go to pick it up? (261) <b>** NEW **</b></b>				
- It was shipped (105)	<b>40%</b>			
- Picked it up (156)	<b>60%</b>			
R4b: If you picked it up, was the property ready and available at your scheduled appointment? (59)	<b>98%</b>			



# Reutilization/LESO Customers

100%-90%    89%-70%    69%-0%

% of Customers who answered Yes

x ) Represents number of respondents for that question

Question	1 <sup>st</sup> Qtr Surv ey	2 <sup>nd</sup> Qtr Surv ey	3 <sup>rd</sup> Qtr Surv ey	4 <sup>th</sup> Qtr Surv ey
R4a: If it was shipped - did the property meet your expectations? (33)	<b>94%</b>			
R4a1: If it did not meet your expectations - was it because of: (19)				
- Quantity was incorrect	1			
- Unit of issue was incorrect	0			
- Condition of property was incorrect	7			
- Stock number received was incorrect	0			
- Part number received was incorrect	0			
- Property was not delivered by the RDD	1			





# Transportation/Turn-in Customers

( x ) Represents number of respondents for that question 100%-90% 89%-70% 69%-0%

Question	1 <sup>st</sup> Qtr Surve y	2 <sup>nd</sup> Qtr Surve y	3 <sup>rd</sup> Qtr Surve y	4 <sup>th</sup> Qtr Surve y
<b>T1. How would you rate your experience using EDOCS (Electronic Document System) for retrieving your DD1348-1s? (343)</b>				
- Good (270)	<b>79%</b>			
- Fair (50)	<b>14%</b>			
- Poor (23)	<b>7%</b>			
<b>T2. When was your turn-in receipt (signed 1348-1) available in the Electronic Documents (EDOCS) system? (267) **</b> <b>REVISED RESPONSE CHOICES **</b>				
- Less than or equal to ten (10) days (225)	<b>84%</b>			
- More than ten (10) days (42)	<b>16%</b>			
<b>T3. How would you rate your experience when requesting property pick-up/transportation and/or turn-in services? (316)</b> <b>** NEW **</b>				
- Good (250)	<b>79%</b>			



# Transportation/Turn-in Customers

**% of Customers who answered Yes**

( x ) Represents number of respondents for that question

100%-90%

89%-70%

69%-0%

Question	1 <sup>st</sup> Qtr Surve y	2 <sup>nd</sup> Qtr Surve y	3 <sup>rd</sup> Qtr Surve y	4 <sup>th</sup> Qtr Surve y
<b>T4. If you experienced an issue with your turn-in, was it due to ... (80) ** NEW **</b>				
- Problems with the Scheduler system (13)	16%			
- Improper or lack of paperwork (13)	16%			
- Problems with the Electronic Turn-in Document (ETID) system or ETID approvals (16)	20%			
- Limited hours of operation at site (8)	10%			
Svcs - Insufficient/unsatisfactory support from Disp personnel (5)	6%			
(1) - Problems with Receipt in Place (RIP) property	1%			
- Other (24)	30%			
<b>T5. If you agreed to have Receipt in Place (RIP)</b>				



# Hazardous Waste Customers

100%-90%

89%-70%

69%-0%

x ) Represents number of respondents for that question

% of Customers who answered Yes

Question	1st Qtr Survey	2nd Qtr Survey	3rd Qtr Survey	4th Qtr Survey
<b>HW1. Are you satisfied with the disposition solutions for your unused Hazardous Material (HM)? (If no - please explain in the comments section) (23) ** NEW **</b>	<b>93%</b>			
<b>HW2. Are you satisfied with your Contracting Officer Representative (COR)'s management of your Hazardous Waste (HW) contract removals? (32)</b>	<b>91%</b>			



# COMMON THEMES

- Comments - themes continue to be the same...
  - Continued *frequent* comments on the need for photos and better descriptions. (RTD/LESO)
  - Long wait for turn-in appointments mentioned consistently all four quarters. (TRANS/TURN-IN)
  - Not knowing the status of their requisitions and whether or not they would get property. (RTD/LESO) \*\*
  - Complaints about ETID system and process (# of these rose ...)
  - Desire for receipt copies (TRANS/TURN-IN)
  - Sites need more staffing
  - **SAD REALITY ... almost NO changes to this slide ... EVER**
  - **ments!**



# OVERALL COMMENT SYNOPSIS

50% of comments were *positive*  
41% were *negative*  
9% were *neutral*

- 35 CRM tickets generated as a result of 1<sup>st</sup> Qtr survey comments



# Outstanding Personnel

Employees complimented by name in survey comments:

## EAST

- Greg Soto (**twice**) Bragg
- Edith Butler Bragg
- Natalie Morris Bragg
- Leroy Goal Bragg
- Roosevelt Tennison Bragg
- Marny Harrison (**4 times**) Cape Canaveral
- Richard Slesinski (**twice**) Cherry Point
- Greg Ottey Cherry Point
- Gerry Strickland Cherry Point
- Edward Wickham Groton
- Stan Fountain Keesler
- Jessica Perez (**twice**) Lejeune
- Johnathan Payton Lejeune
- Paul McGrath Lejeune
- Lucas Grant Lejeune
- Jeff Dixon (**twice**) Lejeune
- Thomas Hamilton Jacksonville
- Greg Grolemond Jacksonville
- Lorin Glen Jacksonville
- Sherry Hooper Jacksonville
- Cesar Diaz Norfolk
- Tammy Hendlev (**twice**) Norfolk

## MORE EAST

- Rod Stubbs  
Portsmouth/Pease
- Merrill (Sonny) Waugh (**twice**)  
Ports./Pse
- Luis Pena Puerto Rico
- Michael Pullen Richmond

## PACIFIC

- Joseph Mendiola Pearl Harbor
- Kumeo Yamasato (**twice**) Pearl Harbor

## EUROPE/AFRICA

- Massimo Marrongiu Aviano
- Giancarlo Vagelli Aviano

## HQ BC

- Carol Fix (**twice**) RTD
- Peter Beronja RTD



# Outstanding Personnel (Cont.)

Employees complimented by name in survey comments:

## MID AMERICA

- Pam Dykes Benning
- Aggie Polite (**twice**) Benning
- Justin Funk Columbus
- Justin Crouch (**twice**) Great Lakes
- Chris Rice (**twice**) Hood
- Gary Morehead Knox
- Cark Dakin Knox
- Brad Wise Riley
- Anthony Martinez Riley
- James Nagel Riley
- Mary Rocha (**twice**) San Antonio
- Miguel Rocha San Antonio
- David Craft San Antonio
- Ruben Lopez-Lugo San Antonio
- Carlos Santiago San Antonio
- Kevin Kramer (**twice**) San Antonio
- Karl "Jake" Jacobson San Antonio
- Scott Humburg Sparta
- Tracy Kane (**twice**) Stewart
- Ralph Berrios Stewart
- Willie Mitchell Warner Robins
- Rufus Guillory Warner Robins

## MID-AMERICA (cont.)

- Willie Anderson Warner Robins
- Robert Omogbai Warner Robins

## WEST

- Michelle Clay (**twice**) Col. Springs
- Steven Kelly (**twice**) Col. Springs
- Thomas Haegele Col. Springs
- Bruce Galbreath Col. Springs
- Dennise Ribot Col. Springs
- Thomas Bernabe Col. Springs
- Rick Steenhoven Fairchild
- Terry Dale Holloman
- Steve Fernandez Kirtland
- Karen Powers (**twice**) Lewis
- Margaret Jones (**twice**) Nellis
- Ed Cubarrubias San Diego
- Sergio Rhodes San Diego
- Ramiro Charles San Diego
- Chad Barberis (**twice**) San Joaquin
- Gilbert Moody San Joaquin
- Gabe Isernia Sierra
- Janet Smolic (**twice**) Tucson



# HONORABLE MENTIONS

**Employees complimented NOT  
by name:**

- Property Disposal Tech – Pearl Harbor
- Ops Chief – Pearl Harbor
- DSR – Little Rock
- LESO Employee (unnamed)





# Outstanding Sites

Sites complimented by name in survey comments:

## EAST

- Cape Canaveral
- Cherry Point (**twice**)
- Eglin (**twice**)
- Groton
- Jackson
- Keesler
- Lejeune
- Meade (**3 times**)
- Norfolk (**twice**)
- Richmond
- St. Juliens
- Susquehanna (**5 times**)

## PACIFIC

- Sagami (**twice**)
- Guam
- Misawa
- Okinawa
- Pearl Harbor

## MID AMERICA

- Benning
- Bragg (**twice**)
- Campbell
- Columbus (**3 times**)
- Crane
- Dyess
- Gordon
- Hood
- Huntsville (**twice**)
- Knox (**3 times**)
- Minot (**twice**)
- Polk
- Riley
- San Antonio (**3 times**)
- Sparta
- Stewart
- Warner Robins (**3 times**)
- Wright Patterson

## WEST

- Anchorage
- Barstow
- Colorado Springs (**twice**)
- Holloman (**twice**)
- Lewis (**5 times**)
- Pendleton (**twice**)
- San Diego (**3 times**)
- San Joaquin (**twice**)
- Sierra
- Tucson (**twice**)

## EUROPE/AFRICA

- Grafenwoehr (**twice**)
- Kaiserslautern
- Molesworth
- Incirlik
- Schweinfurt

## HQ

- LESO (**10 times**)
- RTD (**6 times**)



# Sample Comments

I believe the current DLA process was conceived by a sociopath and could use a healthy dose of streamlining ... recommend a beer summit so you can all

is ability to obtain turn-in appointments. I've had to attempt to reserve a turn-in appoint as much as 6 months in advance, not available in lacking to average user, Request for photos often ignored, attempt to go to another site

Gabe Isernia is a pleasure to work with. His professionalism and timely responses are greatly appreciated. It is a pleasure to work with him from both a logistical (emails and phone

The RTD website is often very difficult to use and/or items are nondescript and therefore difficult to identify when screening. However the screening/requisition staff on site is extremely professional and helpful.

Shipping times widely vary, Priority selected at checkout ignored, Condition code often incorrect, The lack of good photos, correct condition and tracking ease for this new web based system only serves to put good quality "needed" equipment in the hands of liquidators and not

No personal communication. As usual we received outstanding service from Scott Humburg and staff at Sparta and we thank them

I have never had an issue with DLA Disposition Services. There has never been a problem they were unable to assist me with solving. I have experienced courtesy, helpfulness and timeliness. I've had an overall great experience.

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